

## Claims

What is claimed is:

1. An information offering apparatus for offering, via a communication network, information to a user of a product produced by combining parts selected from a plurality of parts, comprising:

question-and-answer items storage unit means for storing question-and-answer items including questions for each of the plurality of parts and answers for the questions;

request-receiving means for receiving a request for offering information of the product from the user via the communication network;

information-obtaining means for obtaining part-related information related to a part constituting the product in response to receiving the request;

pick-up means for picking up, from the question-and-answer items storage means, at least one question-and-answer item related to the part constituting the product based on the part-related information that is obtained; and

transmission means for transmitting the question-and-answer item that is picked up to the user who has issued the request.

2. The information offering apparatus according to claim 1, wherein said information-obtaining means comprises one for obtaining the part-related information from the information received upon receipt of the request for offering information of the product from said request-receiving means.

3. The information offering apparatus according to claim 2, wherein said product comprises one that is so constituted as to request the offer for information of the product for the information offering apparatus via the communication network, and transmits the part-related information in response to the request at the time of request.

4. The information offering apparatus according to claim 2, wherein the request includes request information for offering information from said information offering apparatus via the communication network and the part-related information.

5. The information offering apparatus according to claim 4, wherein said product comprises a computer, and said request comprises one that is executed by using a short-cut link set on a desktop screen of said product.

6. The information offering apparatus according to claim 3, wherein the part-related information is stored in the product at a time of producing said product.

7. The information offering apparatus according to claim 1, further comprising:

related information storage means for storing product identification information relating to part-related information of the product; wherein

said request-receiving means comprises one for receiving product identification information in response to the receipt of the request; and

said information-obtaining means comprises one for obtaining corresponding part-related information from said related information storage means based on identification information that is received.

8. The information offering apparatus according to claim 7, wherein said product comprises one that is so constituted as to request the offer for information of the product for the information offering apparatus via the communication network, and transmits product identification information in response to the request at the time of request.

9. The information offering apparatus according to claim 7, wherein the request includes request information for offering information from said information offering apparatus via the communication network and product identification information.

10. The information offering apparatus according to claim 9, wherein said product comprises a computer, and said request comprises one that is executed by using a short-cut link set on a desktop screen of said product.

11. The information offering apparatus according to claim 8, wherein the identification information is stored in the product at a time of producing said product.

12. A program for operating a computer as the information offering apparatus of claim 1.

13. An information offering method for offering, via a communication network, information to a user of a product produced by combining parts selected from a plurality of parts, comprising:

- (a) storing, in advance, a plurality of question-and-answer items including questions for each of the plurality of parts and answers for the questions;
- (b) obtaining part-related information related to a part constituting the product in response to receiving a request when the request is received from the user for offering information of the product via the communication network;
- (c) picking up, from a plurality of question-and-answer items that are stored, at least one question-and-answer item related to the part constituting the product based on the part-related information that is obtained; and
- (d) transmitting the question-and-answer item that is picked up to the user who has issued the request.

14. The information offering method according to claim 13, wherein said step (b) is one for obtaining the part-related information from the information received upon the receipt of the request.

15. The information offering method according to claim 13, further comprising storing, in advance, product/part-related information in which

product identification information is related to part-related information of the product; wherein

    said step (b) is one for receiving product identification information in response to the receipt of the request, and obtaining corresponding part-related information based on product/part-related information stored depending upon identification information that is received.

16. A product produced by a combination of parts selected from a plurality of parts, comprising:

    request information transmission means for requesting an offer of information of the product to an information offering apparatus capable of offering information of the product via a communication network, and for transmitting information related to the part constituting the product in response to the request.

17. The product according to claim 16, wherein said product comprises a computer, and said request information transmission means comprises one that executes the request and transmission by using a short-cut link in which the request information for requesting the information offering apparatus to offer information via the communication network is related to the part-related information of the product.

18. The product according to claim 17, wherein said short-cut link is set on a desktop screen of said computer.